

Heathrow Performance Report

Service Quality Rebate and Bonus - September 2017

Integrated Planning and Performance - Airport Operations Printed: 18 October 2017



Heathrow Performance Report September 2017

Passenger Experience and Service Level Perform	nance	'			!
	T2	Т3	T4	T5	_
Departure lounge seat availability* Ease of finding a seat	4.40	4.08	4.29	4.09	
Cleanliness* Overall cleanliness of the terminal	4.41	4.19	4.22	4.27	
Wayfinding* Ease of finding your way around the airport	4.31	4.22	4.25	4.23	
Flight information* Accuracy and ease of finding flight information	4.42	4.39	4.40	4.39	
Wi-Fi* Ease of using WiFi	4.25	4.18	4.19	4.19	
Security* Passenger satisfaction	4.26	4.23	4.23	4.19	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.48%	97.29%	97.52%	96.79%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.95%	99.71%	100%	99.93%	
Staff search Based on 15min time periods measured	99.81%	99.95%	100%	95.20%	
Transfer Search Based on 15min time periods measured	97.05%	95.76%	100%	98.68%	
	СТА	Cargo	EastSide	Т5	SouthSide
Control Post Security Search	95.80%	95.11%	95.36%	98.05%	95.77%

* SQRB calculation based on moving annual average (MAA) for these metrics

Heathrow Making every journey bet

99.62%

Service Level Performance

Service Level Performance	T2	Т3	T4	T5	AL
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.60%	99.54%	99.77%	99.33%	
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.38%	99.60%	99.70%	99.67%	
Stands Availability of stands	99.79%	99.88%	99.89%	99.86%	
FEGP Availability of Fixed Electrical Ground Power	99.99%	99.98%	100%	99.94%	
Jetties Availability of Air-Bridges	99.80%	99.85%	99.97%	99.58%	
PCA Availability of Pre-conditioned Air	99.98%	99.99%		99.63%	
SEGs	99.97%	99.90%	100%	99.99%	
Pier Service* % Pier served passengers	98.43%	95.45%	99.96%	90.63%	
Arrivals Reclaims Bag reclaim belts availability	99.10%	99.55%	99.30%	99.76%	
Aerodrome congestion					_
TTS - One car Track Transit System - one car availability				99.96%	

Financial Report- Bonus and Rebates

TTS - Two cars

Track Transit System - % time two cars available

				Rek	oates:					
			Sep -	- 2017					ΥT	D
	T2	Т3	T4	Т5	Campus		mated bate		mated bate	Total Failures
Departure lounge seat availability						£	-	£	-	0
Cleanliness	Ø					£	-	£	-	0
Wayfinding	Ø					£	-	£	-	0
Flight information	igoremsize					£	-	£	-	0
CSA Queues - Both	②					£	-	£	-	0
Staff Search	\bigcirc					£	-	£	-	0
Transfer search	\bigcirc					£	-	£	-	0
Passenger Sensitive Equipment (General)	\bigcirc					£	-	£	-	0
Passenger Sensitive Equipment (Priority)	②					£	-	£	-	0
Stands	\bigcirc					£	-	£	-	0
FEGP						£	-	£	-	0
Jetties						£	-	£	-	0
Pre-conditioned air	igoremsize					£	-	£	-	0
Stand entry guidance	igoremsize					£	-	£	-	0
Pier Service						£	-	£	-	0
Arrivals reclaims						£	-	£	-	0
Control Posts Search					Ø	£	-	£	-	0
Aerodrome Congestion					Ø	£	-	£	-	0
					Total	£	-	£	-	0

				Bonuses:				
			YTD					
Lower Threshold	Upper Threshold	T2	Т3	T4	Т5	Estimated Bonus	Estimated Bonus	Total Pass
4.10	4.50	4.40	4.08	4.29	4.09	£ -	£ -	0
4.20	4.50	4.41	4.19	4.22	4.27	£ -	£ -	0
4.20	4.50	4.31	4.22	4.25	4.23	£ 33,580	£ 386,168	9
4.40	4.70	4.42	4.39	4.40	4.39	£ -	£ -	0
					Total	£ 33,580	£ 386,168	9

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

Financial year is from January 2017 - December 2017



Terminal 2 Performance Report September 2017

Financial Report - Bonus and Rebates





Departure lounge seat availability € f - f - 0 Cleanliness € f - f - 0 Wayfinding € f - f - 0 Flight information € f - f - 0 CSA queues - Both € f - f - 0 Staff search € f - f - 0 Transfer search € f - f - 0 PSE (General) € f - f - 0 PSE (Priority) € f - f - 0 Stands € f - f - 0 FEGP € F f - 0 Jetties F F F - 0 FEGP F F F F			Sep - 2017		Year-to-I		ate
Cleanliness • £ - £ - 0 Wayfinding • £ - £ - 0 Flight information • £ - £ - 0 CSA queues - Both • £ - £ - 0 Staff search • £ - £ - £ - 0 Transfer search • £ - £ - £ - 0			Estimate	ed Rebate	Estima	ated Rebate	Number of failures
Wayfinding £ - £ - 0 Flight information £ - £ - 0 CSA queues - Both £ - £ - 0 Staff search £ - £ - 0 Transfer search £ - £ - 0 PSE (General) £ - £ - 0 PSE (Priority) £ - £ - 0 Stands £ - £ - 0 Stands £ - £ - 0 FEGP £ - £ - 0 Jetties - £ - £ - 0 PCA £ - £ - £ - 0 FEGS 2 £ - £ - 0 - PCA 5 - £ - <th>Departure lounge seat availability</th> <th>igstar</th> <th>£</th> <th>-</th> <th>£</th> <th>-</th> <th>0</th>	Departure lounge seat availability	igstar	£	-	£	-	0
Flight information Image: search Ima	Cleanliness		£	-	£	-	0
CSA queues - Both ♥ £ - £ - 0 Staff search ♥ £ - £ - 0 Transfer search ♥ £ - £ - 0 PSE (General) ♥ £ - £ - 0 PSE (Priority) ♥ £ - £ - 0 Stands ₱ £ - £ - 0 FEGP ₱ £ - £ - 0 Jetties ₱ £ - £ - 0 PCA ₱ - £ - 0 0 SEGs ₱ £ - £ - 0 Pier Service £ - £ - 0	Wayfinding		£	-	£	-	0
Staff search ♥ £ - £ - 0 Transfer search ♥ £ - £ - 0 PSE (General) ♥ £ - £ - 0 PSE (Priority) ♥ £ - £ - 0 Stands ♥ £ - £ - 0 FEGP ♥ £ - £ - 0 Jetties Ø £ - £ - 0 PCA PCA Ø £ - £ - 0 SEGs Ø £ - £ - 0 Pier Service Ø £ - £ - 0	Flight information		£	-	£	-	0
Transfer search	CSA queues - Both		£	-	£	-	0
PSE (General) Image: Control of the contr	Staff search		£	-	£	-	0
PSE (Priority) É - £ - 0 Stands Image: Control of the c	Transfer search		£	-	£	-	0
Stands ♥ £ - £ - 0 FEGP ♥ £ - £ - 0 Jetties • £ - £ - 0 PCA • £ - £ - 0 SEGs • £ - £ - 0 Pier Service • £ - £ - 0	PSE (General)		£	-	£	-	0
FEGP	PSE (Priority)	②	£	-	£	-	0
Jetties	Stands		£	-	£	-	0
PCA ② f - f - 0 SEGs ② f - f - 0 Pier Service ② f - f - 0	FEGP		£	-	£	-	0
SEGs € f - f - 0 Pier Service € f - f - 0	Jetties		£	-	£	-	0
Pier Service £ - £ - 0	PCA		£	-	£	-	0
	SEGs	Ø	£	-	£	-	0
Arrivals reclaims f - f - 0	Pier Service	②	£	-	£	-	0
	Arrivals reclaims		£	-	£	-	0
f - f - 0			£	-	£	-	0

Bonuses:

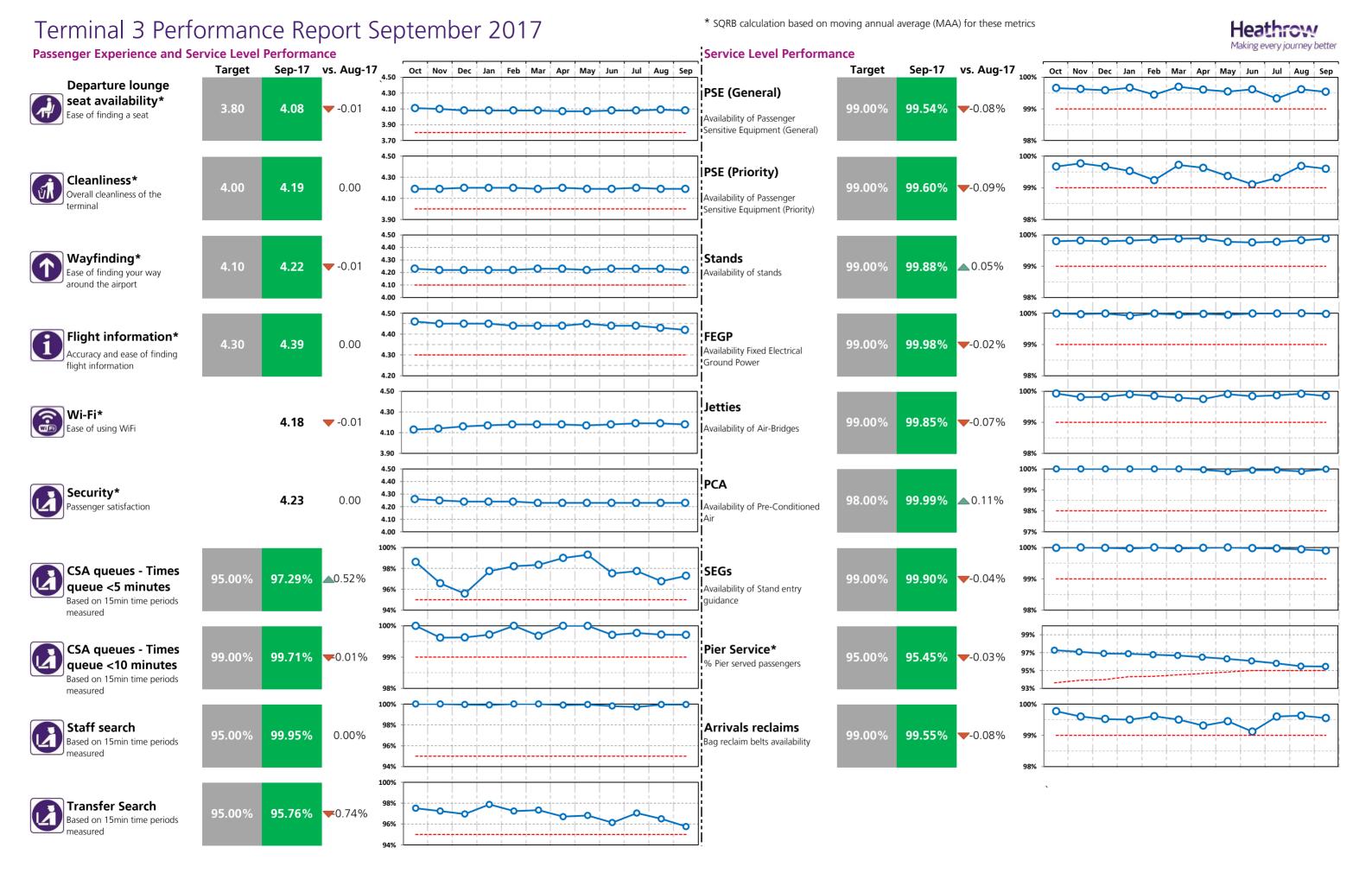
				:	Sep - 2017	Year-to-Da	ate
	Measure	Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.40	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.41	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.31	f 33,580	£ 386,168	9
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0
					£ 33,580	£ 386,168	9

Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

Bonus: All business units must exceed Lower Threshold.



Terminal 3 Performance Report September 2017

Financial Report - Bonus and Rebates



Rebates:

		Sep - 2017		Y	ear-to-Da	ite
	Target Achieved	Estimated Re	bate	Estimate	d Rebate	Number of failures
Departure lounge seat availability		£	-	£	-	0
Cleanliness		£	-	£	-	0
Wayfinding		£	-	£	-	0
Flight information		£	-	£	-	0
CSA queues - Both		£	-	£	-	0
Staff search		£	-	£	-	0
Transfer search		£	-	£	-	0
PSE (General)		£	-	£	-	0
PSE (Priority)		£	-	£	-	0
Stands		£	-	£	-	0
FEGP		£	-	£	-	0
Jetties		£	-	£	-	0
PCA		£	-	£	-	0
SEGs		£	-	£	-	0
Pier Service		£	-	£	-	0
Arrivals reclaims		£	-	£	-	0
		£	-	£	-	0

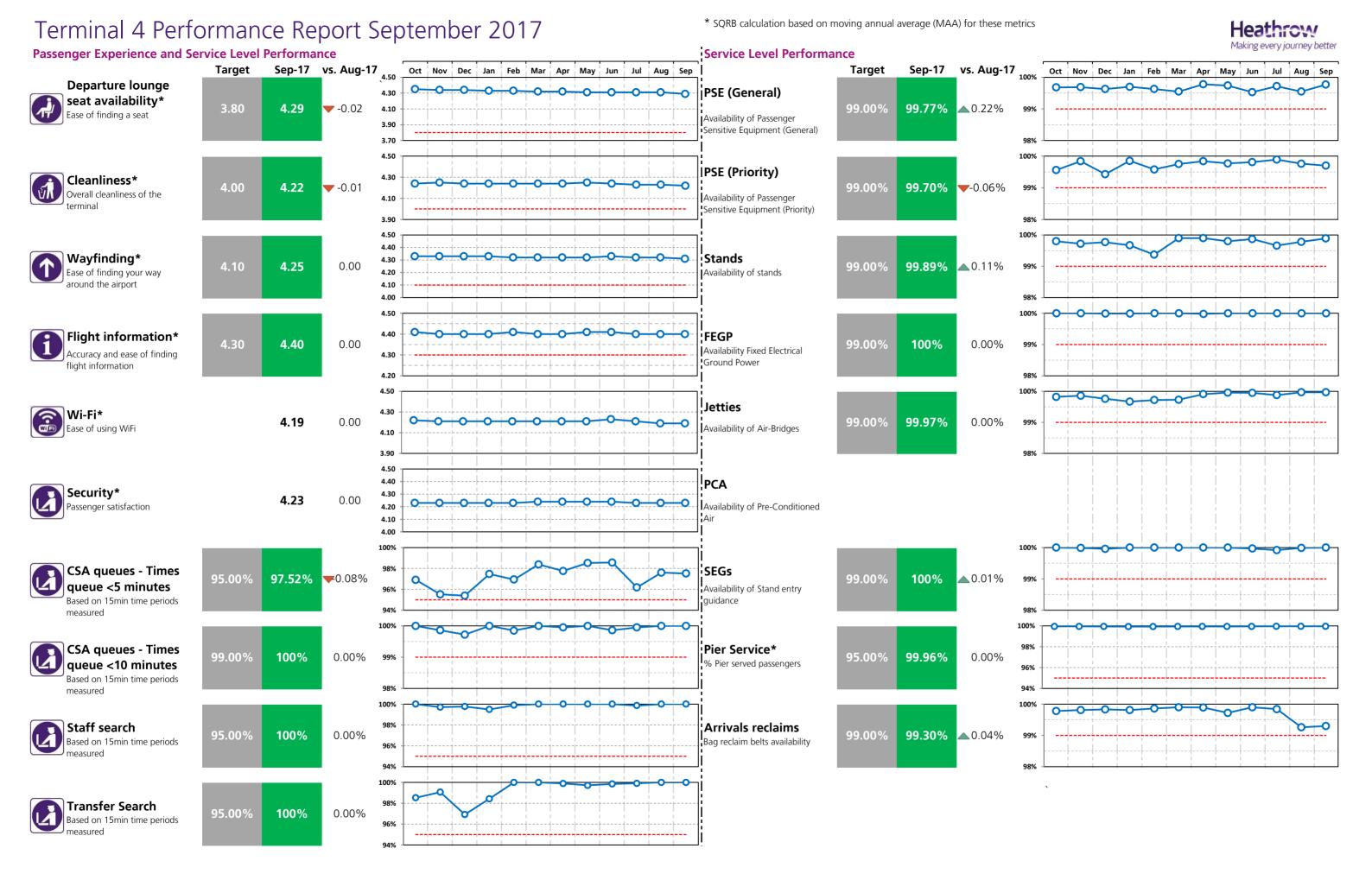
Bonuses

					Sep -	2017		Year-to-Da	te
		Lower	Upper	Actual	Estim	nated Bonus (All	I Estimated Bonus (All		Number of
	Measure	Threshold	Threshold	Actual		Terminals)		Terminals)	Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.08	£	-	£	-	0
Cleanliness	MAA	4.20	4.50	4.19	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.22	£	33,580	£	386,168	9
Flight information	MAA	4.40	4.70	4.39	£	-	£	-	0
					£	33,580	£	386,168	9

Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017



Terminal 4 Performance Report September 2017

Financial Report - Bonus and Rebates



Rebates:

		Sep - 2017		Year-to-D	ate
	Target Achieved	Estimated Reba	ite	Estimated Rebate	Number of failures
Departure lounge seat availability		£	-	£ -	0
Cleanliness		£	-	£ -	0
Wayfinding		£	-	£ -	0
Flight information		£	-	£ -	0
CSA queues - Both		£	-	£ -	0
Staff search		£	-	£ -	0
Transfer search		£	-	£ -	0
PSE (General)		£	-	£ -	0
PSE (Priority)		£	-	£ -	0
Stands		£	-	£ -	0
FEGP		£	-	£ -	0
Jetties		£	-	£ -	0
PCA					
SEGs		£	-	£ -	0
Pier Service		£	-	£ -	0
Arrivals reclaims		£	-	£ -	0
		£	-	£ -	0

Bonuses:

					Sep - 2017		Year-to-Da	ate	
		Lower	Upper	Actual	Estimated Bonus	Es	timated Bonus	Number of	
	Measure	Threshol	Threshol	Actual	(All Terminals)	(All Terminals)	Bonuses	
Departure lounge seat availability	MAA	4.10	4.50	4.29	£ -	£	-	0	
Cleanliness	MAA	4.20	4.50	4.22	£ -	£	-	0	
Wayfinding	MAA	4.20	4.50	4.25	£ 33,580	£	386,168	9	
Flight information	MAA	4.40	4.70	4.40	£ -	£	-	0	
					f 33,580	£	386,168	9	

Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures



Terminal 5 Performance Report September 2017

Financial Report - Bonus and Rebates



Rebates:

		Sep - 2017	Year-to-Date		
	Target Achieved	Estimated Rebat	te	Estimated Rebate	Number of failures
Departure lounge seat availability		£ -		£ -	0
Cleanliness		£ -		£ -	0
Wayfinding		£ -		£ -	0
Flight information		£ -		£ -	0
CSA queues - Both		£ -		£ -	0
Staff search		£ -		£ -	0
Transfer search		£ -		£ -	0
PSE (General)		£ -		£ -	0
PSE (Priority)		£ -		£ -	0
Stands		£ -		£ -	0
FEGP		£ -		£ -	0
Jetties		£ -		£ -	0
PCA		£ -		£ -	0
SEGs		£ -		£ -	0
Pier Service					
Arrivals reclaims		£ -		£ -	0
		£ -		£ -	0

Bonuses

					Sep - 20	17		Year-to-Da	te
		Lower	Upper	Actual	Estimate	d Bonus (All	Estin	nated Bonus (All	Number of
	Measure	Threshol	Threshol	Actual	Terr	minals)		Terminals)	Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.09	£	-	£	-	0
Cleanliness	MAA	4.20	4.50	4.27	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.23	£	33,580	£	386,168	9
Flight information	MAA	4.40	4.70	4.39	£	-	£	-	0
					f	33,580	£	386,168	9

Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2017 - December 2017

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

Campus Performance Report September 2017

Financial Report - Bonus and Rebates **Service Level Performance Service Level Performance Control Post Security Search** 98% 97% 96% **95.80% -**1.41% Terminal 5 Zone: 98.05% Central Terminal Zone: 95.00% △ 0.06% CP18, CP19 and CP20 CP5 & CP8 CP18 98% 97% 96% 95% 98% 97% **94.56% -**2.12% 95.00% 99.00% 0.64% 96% 95% **CP19** 99% 98% 96.94% **▼** -0.75% 95.00% 97.43% 97% 96% 95% 94% 93% CP20 95.00% 97.79% 96% 95% 94% 98% 97% **95.11% -**0.88% Cargo Zone: CP10, CP10a & CP25a 100% 99% 98% 100% 99% 98% 97% 96% 95% **CP10** SouthSide SouthSide Zone: 95.00% 99.14% **▼** -0.55% 95.77% CP24 CP10a **CP24** 99% 98% 97% **89.23%** ▼-1.39% 95.00% 95.77% 95% 94% 100% CP25a 99% 98% 97% 96% 95.00% 96.94% **▼**-0.71% **Financial Report** Sep - 2017 **Rebates:** Year-To-Date **Estimated** Number of **Estimated Target Achieved** Rebate failures T2 \bigcirc T3 100% EastSide **T4** 99% 98% 97% 96% 95.36% T5 EastSide Zone: 95.00% 0 CP16 0 100% **CP16** Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the 99% 98% 97% 96% 95% 94% airport charges incurred for passenger services in that month 95.36% 95.00% Financial year is from January 2017 - December 2017

Heathrewhette

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